

## Agenda

June 9, 2020 at 11:00am

City Council Chamber, Room 111, 550 S. 10<sup>th</sup> Street, Lincoln, NE 68508 or

<https://lincolnne.zoom.us/j/6899253335>

Tim Bornemeier, Chair  
Leirion Gaylor Baird, Mayor

Revised 6-8-2020

- |     |   |                      |
|-----|---|----------------------|
| 1.  | Call to Order   | Tim Bornemeier       |
| 2.  | Roll Call   | Julie Panko Haberman |
| 3.  | <a href="#">Notice of Publication/ Open Meetings Act</a>              | Julie Panko Haberman |
| 4.  | <a href="#">Approval of Minutes*</a>                                  | Tim Bornemeier       |
| 5.  | <a href="#">Announcements</a>   | Tim Bornemeier       |
| 6.  | State of the One-Stop Report  | Andy Huls            |
| 7.  | <a href="#">Title 1 Program Update</a>                                | Terry Eklund         |
| 8.  | <a href="#">Plan Modification- Accepting Program Year 2020 Funds*</a> | Dylan Wren           |
| 9.  | <a href="#">Policy Revision: Work-based Learning*</a>                 | Rod Armstrong        |
| 10. | <a href="#">Monitoring Schedule for PY20*</a>                         | Shirley Carlson      |
| 11. | <a href="#">Certification of American Job Center*</a>                 | Julie Panko Haberman |
| 12. | New American Job Center   | Carol Swigart        |
| 13. | What's Next?  | Dylan Wren           |
| 14. | Chairperson's Remarks   | Tim Bornemeier       |
| 15. | Public Comment /Adjournment   | Tim Bornemeier       |

\*Vote Required

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### ACCOMMODATION NOTICE

The Workforce Innovation and Opportunity Act is an equal opportunity program and auxiliary aids and services are available upon request to individuals with disabilities. The City of Lincoln complies with Title VI of the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973 guidelines. Ensuring the public's access to and participation in public meetings is a priority for the City of Lincoln. In the event you are in need of a reasonable accommodation or access to language services in order to attend or participate, please contact the Director of Equity and Diversity, Lincoln Commission on Human Rights at 402-441-7624 as soon as possible before the scheduled meeting in order to make your request.

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## Notice of Public Meeting

The Greater Lincoln Workforce Development Board will meet on Tuesday, June 9, 2020 at 11:00 a.m. at the City-Council Chamber, room 111, 550 S. 10<sup>th</sup> Street, Lincoln, NE. The agenda will be kept continually current and is available for public inspection at the principal office at 555 South 10<sup>th</sup> Street, Suite 361, Lincoln, Nebraska. Agenda items will include Certification of the American Job Center; State of the One Stop Report; WIOA program performance data; policy updates; program/board initiatives; and Program Year 2020 budget.

The Workforce Innovation and Opportunity Act (WIOA) is an equal opportunity program and auxiliary aids and services are available upon request to individuals with disabilities. The City of Lincoln complies with Title VI of the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973 guidelines. Ensuring the public's access to and participating in public meetings is a priority for the City of Lincoln. In the event you are in need of a reasonable accommodation or access to language services in order to attend or participate, please contact the Director of Equity and Diversity, Lincoln Commission on Human Rights at 402-441-7624 as soon as possible before the scheduled meeting in order to make your request.

## Approval of Minutes – February 11, 2020\*

Board members present: Rod Armstrong, Travis Beck, Jessica Bergmann, Tim Bornemeier, Chris Callihan, Connie Daly, Jane Goertzen, Jessica Greenwald, Pat Haverty, Leon Holloway, Dr. Paul Illich, Steve Jones, Ashley Krajewski, Julie Panko Haberman, Joanne Pickrel, Matt Scott, Randy Sterns, Carol Swigart, and Diane Temme Stinton. Members absent: Melissa Carpenter, Debra Cremeens-Risinger, Ron Kaminski, Sherla Post, Vi See, and Sue White.

Board Consultants: Shirley Carlson

City of Lincoln Staff: Jan Norlander-Jensen, Workforce Administrator, Margaret Blatchford, Law, Thomas Lannin, Finance, Scott Tharnish, Finance, and Alyssa Martin, Mayor's Office

ResCare Workforce Services Staff: Terry Eklund, Andy Huls, and Cherisa Price-Wells

The meeting was called to order at 8:34 a.m. by Carol Swigart, Chairperson, who announced that the meeting was being conducted in accordance with the Nebraska Open Meetings Act. Two copies of the Act were available in the meeting room. Notice of this meeting was published in the Lincoln Journal Star on February 3, 2020 and was posted on the City of Lincoln's website and on the Board's webpage.

## Recognition of New Members

Carol Swigart asked the two new members of the Greater Lincoln Workforce Development Board to introduce themselves – Diane Temme Stinton and Jessica Greenwald. Diane Temme Stinton introduced herself as the Chief Administrative Officer of TMCO, and Jessica Greenwald introduced herself as the Vice President in the INSPRO Lincoln office. Terry Eklund then introduced himself as ResCare's new Project Director. Scott Tharnish then introduced Tom

Lannin as the new fiscal contact for the WIOA program, to serve as Scott Tharnish's successor in light of Mr. Tharnish's retirement.

#### Recognition of Jan Norlander-Jensen

Carol Swigart then recognized the long-standing service and impending retirement of Jan Norlander-Jensen. Carol Swigart presented Jan Norlander-Jensen with a gift on behalf of the Greater Lincoln Workforce Development Board and asked the board to go around and introduce themselves and offer their gratitude for Ms. Norlander-Jensen. Each person in attendance at the meeting introduced themselves and offered words of appreciation for Ms. Norlander-Jensen. Carol Swigart introduced a Jayhawks-themed cake in honor of Ms. Norlander-Jensen.

Attendance was taken by roll call; 19 of the 25 members of the Greater Lincoln Workforce Development Board were present (Armstrong, Beck, Bergmann, Bornemeier, Callihan, Daly, Goertzen, Greenwald, Haverty, Holloway, Illich, Jones, Krajewski, Panko Haberman, Pickrel, Scott, Sterns, Swigart, Temme Stinton), which constituted a quorum. Melissa Carpenter, Debra Cremeens-Risinger, Ron Kaminski, Sherla Post, Vi See, and Sue White were absent.

#### Approval of Minutes

Minutes from the September 24, 2019 Greater Lincoln Workforce Development Board were reviewed. These minutes had been sent by email to the Board members previously and were posted on the Board's webpage. Minutes were approved by voice vote and motion to approve minutes passed.

#### Election of Officers

Carol Swigart noted that per the Board's Bylaws, officers of the Board shall be a Chairperson, a Vice Chairperson, Secretary, and Treasurer (designated as the City Treasurer), with the term of office being two years from the date of the meeting at which they are elected. The Chair must be a local business representative per WIOA regulations, and the Chair is to preside at all meetings, appoint committees or task group chairs, and represent the Board, among other duties. The Vice Chair must also be a local business representative per WIOA regulations and shall perform duties at the request of or in the absence of the Chair. Leon Holloway, Chair of the Nominating Committee of the Greater Lincoln Workforce Development Board, recognized Jane Goertzen and Connie Daly for their participation on the Nominating Committee and put forth the following slate of candidates: Tim Bornemeier for Chairperson, Carol Swigart for Vice Chairperson, and Julie Panko Haberman for Secretary. No further nominations were made for any of the officer positions. Per the Board's Bylaws, voting was done by ballot. The following officers were each approved by ballot vote:

- Tim Bornemeier, Chairperson (unanimously approved)
- Carol Swigart, Vice Chairperson (unanimously approved)
- Julie Panko Haberman, Secretary (unanimously approved)

Carol Swigart transferred the remaining responsibilities for conducting the Board meeting to Tim Bornemeier, in light of his election as Chairperson.

#### State of the One Stop Report

Andy Huls, the One-Stop Operator, presented on the State of the One Stop Report, which had been previously sent by email to Board members. Mr. Huls discussed his approach to operating the American Job Center as being business-led, data-driven, and systems-oriented with respect to workforce. Mr. Huls noted that he had spent time on four areas: customer satisfaction surveys; partner cross-training; partner performance summaries; and the State of the One Stop Report. Mr. Huls commented on each of these areas.

With respect to customer satisfaction surveys, Mr. Huls noted that feedback from customers was historically very positive (around 90% approval). Mr. Huls revised the survey to elicit feedback from customers on how the American Job Center could improve, thus better driving future operations. For example, questions were added about barriers to accessing the American Job Center and what kind of services would be helpful to jobseekers. Other questions were discussed, as well as the methodology of the customer satisfaction survey.

With respect to partner cross-training, Mr. Huls noted that partners were interested in learning more about supportive services for customers. Mr. Huls indicated that a training would be provided on this topic. Mr. Huls also noted that partners were interested in learning more about working with specialized populations, which Mr. Huls indicated would also be the subject of a partner cross-training in the near future. Mr. Huls reported on two trainings that had previously occurred – one on self-care and workplace burnout, and the other on the customer experience. These trainings were successful.

With respect to partner performance summaries, Mr. Huls indicated that he requested a great deal of data from workforce partners, and that he had received information from several – though not all – of the workforce partners. Mr. Huls noted that workforce partners had until March 31st to provide the requested data. Mr. Huls said that this data would help better tell the story of the American Job Center and its effectiveness.

Mr. Huls then summarized the principal findings of the State of the One Stop Report, which involved customer and partner feedback on parking, location of the American Job Center, accessibility of the American Job Center, mode of transportation to the American Job Center, and ADA compliance. A total of 87 surveys were completed by customers, and a total of 20 surveys were completed by partner staff. Some key findings:

- A substantial majority of customers were satisfied with the location of the American Job Center, but when the reentry population was removed from this calculation, only 58% of customers were satisfied with the location of the American Job Center
- 65% of partners were neutral or dissatisfied with the location of the American Job Center

- Most customers came from the 68522-zip code (the Lincoln Correctional Center)
- 43% of customers were neutral or dissatisfied with parking, and 90% of partners were neutral or dissatisfied with parking
- Customers did not indicate a significant concern with accessibility of the American Job Center
- Partners had significant accessibility concerns with the American Job Center, especially from an ADA perspective
- 89% of respondents rated their overall satisfaction with the American Job Center as “satisfied” or “very satisfied”

Board members raised questions regarding the State of the One Stop Report and discussion ensued. Jan Norlander-Jensen provided an update on the NDOL’s EO and Accessibility Review, which raised accessibility concerns regarding the American Job Center. Ms. Norlander-Jensen indicated that relocation of the American Job Center should occur in light of these concerns.

Tim Bornemeier then invited discussion on the topic of relocation of the American Job Center. Mr. Bornemeier indicated that the Board would like a voice in the relocation process and requested that the Mayor’s Office engage the Board in this process. In response to a question, Margaret Blatchford, with the City’s Law Department, indicated that the process for procuring new space would involve the City’s Purchasing Department, and that there would be engagement with workforce partners and sublessees as part of this process. Ms. Blatchford also noted that while the Mayor has final say on the new lease, it was anticipated that the Board would be engaged in the RFP process as well. In response to a question, Jan Norlander-Jensen indicated that the Nebraska Department of Labor was required to co-locate with the American Job Center.

Tim Bornemeier moved approval of relocation of the American Job Center and engaging with the Mayor’s Office in this process; motion seconded. The motion passed by roll call vote 19-0. (Carpenter, Cremeens-Risinger, Kaminski, Post, See, and White were absent)

### **Southeast Community College Update**

Dr. Paul Illich provided an update on Southeast Community College (SCC) operations. Dr. Illich discussed SCC enrollment numbers, SCC graduate numbers and retention, SCC’s 5-year strategic plan, the skilled worker gap in Nebraska, SCC facilities projects, and innovations in SCC campuses and learning centers.

### **Board Action for Calendar 2020 and Chairperson’s Remarks**

Tim Bornemeier noted that the full Board meeting dates would be provided to the Board. He asked committees to meet prior to Jan Norlander-Jensen’s last day of March 13th to ensure appropriate handoff of committee responsibilities.



Tim Bornemeier addressed the latest update on ResCare performance (page 5 of the Board packet) and indicated concern with the Youth Credential Rate and Dislocated Worker Credential Rate. He noted that the Board was concerned with the cadence around performance delivery, and that they would like greater access to performance metrics.

Tim Bornemeier noted that the Board is overdue for strategic planning and said that an update would be provided on this front.

Tim Bornemeier provided the Board with an update on the process of finding a replacement for Jan Norlander-Jensen. He noted that he would be participating in the interview process.

There being no further business and no comments from the public, Tim Bornemeier adjourned the meeting at 10:07 a.m.

## Announcements

Debra Cremeens-Risinger has accepted a new position as the Director for the Missouri State Office of Apprenticeship in St. Louis. She is relinquishing her seat on the Board.

Dylan Wren is the new Workforce Administrator for the Board. Most recently Dylan was the Operations Manager for Southeast KANSASWORKS in Emporia, Kansas. Prior to that; he worked for Greater Nebraska/Nebraska Department of Labor.

## Title 1 Program Update- PY19Q3 Performance

| Report Period Quarter End: 03/31/2020                    |              | Current Quarter    |           | 4 Quarters         |           |
|--|--------------|--------------------|-----------|--------------------|-----------|
| Adult Program  | PY 2019 Goal | Actual Performance | % of Goal | Actual Performance | % of Goal |
| 1. Employment Rate (Q2)                                  | 78.0%        | 70.0%              | 89.7%     | 70.3%              | 90.1%     |
| 2. Employment Rate (Q4)                                  | 79.0%        | 40.0%              | 50.6%     | 65.5%              | 82.9%     |
| 3. Median Earnings                                       | \$ 6,000.00  | \$ 12,402.00       | 206.7%    | \$ 8,929.00        | 148.8%    |
| 4. Credential Rate                                       | 56.0%        | 100.0%             | 178.6%    | 83.3%              | 148.8%    |
| 5. Measurable Skill Gains                                | Baseline     | 0.0%               | N/A       | 45.6%              | N/A       |
| Aggregate Score  |              |                    | 131.4%    |                    | 117.7%    |
| Dislocated Worker Program                                | PY 2019 Goal | Actual Performance | % of Goal | Actual Performance | % of Goal |
| 1. Employment Rate (Q2)                                  | 87.0%        | 100.0%             | 114.9%    | 84.6%              | 97.2%     |
| 2. Employment Rate (Q4)                                  | 88.0%        | 100.0%             | 113.6%    | 92.3%              | 104.9%    |
| 3. Median Earnings                                       | \$ 7,500.00  | \$ 7,947.00        | 106.0%    | \$ 7,947.00        | 106.0%    |
| 4. Credential Rate                                       | 60.0%        | 66.7%              | 111.2%    | 54.5%              | 90.8%     |
| 5. Measurable Skill Gains                                | Baseline     | 14.3%              | N/A       | 75.0%              | N/A       |
| Aggregate Score  |              |                    | 111.4%    |                    | 99.7%     |
| Youth Program  | PY 2019 Goal | Actual Performance | % of Goal | Actual Performance | % of Goal |
| 1. Employment, Education or Training Placement Rate (Q2) | 78.0%        | 71.4%              | 91.5%     | 71.4%              | 91.5%     |
| 2. Employment, Education or Training Placement Rate (Q4) | 77.0%        | 66.7%              | 86.6%     | 64.3%              | 83.5%     |
| 3. Median Earnings                                       | Baseline     | \$ 3,337.00        | N/A       | \$ 3,933.00        | N/A       |
| 4. Credential Rate                                       | 68.0%        | 0.0%               | 0.0%      | 20.0%              | 29.4%     |
| 5. Measurable Skill Gains                                | Baseline     | 14.6%              | N/A       | 61.0%              | N/A       |
| Aggregate Score  |              |                    | 59.4%     |                    | 68.2%     |

## Motion to Approve Plan Modification- Accepting Program Year 2020 Funds\*

**Background:** The Nebraska Department of Labor (NDOL) has released Notice 19-04 which provides the Chief Elected Officials and local boards with estimated PY 2020 (July 1, 2020 through June 30, 2021) funding levels for local youth, adult, and dislocated worker programs. A plan modification has been prepared, including budget plan worksheets for the youth, adult, and dislocated worker programs using the estimated funding levels described in this notice.

|                   | PY19           | PY20           | Change             |
|-------------------|----------------|----------------|--------------------|
| Youth             | \$554,101.00   | \$645,974.00   | \$91,873.00        |
| Adult             | \$365,194.00   | \$443,280.00   | \$78,086.00        |
| Dislocated Worker | \$279,517.00   | \$278,069.00   | <b>-\$1,448.00</b> |
| Total             | \$1,198,812.00 | \$1,367,323.00 | \$168,511.00       |

For all programs, not more than 10% of total estimated allocations will be budgeted for administrative costs

### Adult and Dislocated Worker

- Not more than 10% of combined estimated allocation of PY 19 adult and dislocated worker program funds will be budgeted for transitional (try out) jobs costs.
- No funds will be budgeted for incumbent worker or pay-for-performance costs at this time

### Youth

- At least 75% of program funds will be budgeted for Out of School Youth
- At least 20% of program funds will be budgeted for work experiences
- No funds will be budgeted for pay-for-performance

### Adult Budget

| Estimated available funds              | Program funds | Administrative funds | Total      |
|--|---------------|----------------------|------------|
| Carry-in from PY19                     | 180,000.00    | 32,000.00            | 212,000.00 |
| Estimated allocation for PY20          | 398,952.00    | 44,328.00            | 443,280.00 |
| Total estimated available funds        | 578,952.00    | 76,328.00            | 655,280.00 |
|  |               |                      |            |
| Projected obligations and expenditures | Program funds | Administrative funds | Total      |

|   |            |           |            |
|---|------------|-----------|------------|
| Participant costs (transitional jobs)             | 36,000.00  | 0.00      | 36,000.00  |
| Participant costs (all other program services)    | 210,008.00 | 0.00      | 210,008.00 |
| Program staff costs                               | 198,265.65 | 0.00      | 198,265.65 |
| Program overhead costs                            | 37,610.63  | 0.00      | 37,610.63  |
| Incumbent worker training costs                   | 0.00       | 0.00      | 0.00       |
| Customized training costs                         | 0.00       | 0.00      | 0.00       |
| Pay-for-performance contract costs                | 17,647.00  | 0.00      | 17,647.00  |
| Administrative staff costs                        | 0.00       | 54,400.00 | 54,400.00  |
| Administrative overhead costs                     | 0.00       | 13,600.00 | 13,600.00  |
| Total projected obligations and expenditures      | 499,531.28 | 68,000.00 | 567,531.28 |
|   |            |           |            |
| Project number of participants served during PY20 | 115        |           |            |
|   |            |           |            |
| Projected cost-per-participant for PY20           | 4,935.05   |           |            |

***Dislocated Worker Budget***

| Estimated available funds                      | Program funds | Administrative funds | Total      |
|--|---------------|----------------------|------------|
| Carry-in from PY19                             | 185,000.00    | 25,000.00            | 210,000.00 |
| Estimated allocation for PY20                  | 250,262.00    | 27,807.00            | 278,069.00 |
| Total estimated available funds                | 435,262.00    | 52,807.00            | 488,069.00 |
|  |               |                      |            |
| Projected obligations and expenditures         | Program funds | Administrative funds | Total      |
| Participant costs (transitional jobs)          | 10,000.00     | 0.00                 | 10,000.00  |
| Participant costs (all other program services) | 230,133.42    | 0.00                 | 230,133.42 |
| Program staff costs                            | 113,600.40    | 0.00                 | 113,600.40 |



|   |            |           |            |
|---|------------|-----------|------------|
| Program overhead costs                            | 21,073.93  | 0.00      | 21,073.93  |
| Incumbent worker training costs                   | 0.00       | 0.00      | 0.00       |
| Customized training costs                         | 0.00       | 0.00      | 0.00       |
| Pay-for-performance contract costs                | 10,763.60  | 0.00      | 10,763.60  |
| Administrative staff costs                        | 0.00       | 38,000.00 | 38,000.00  |
| Administrative overhead costs                     | 0.00       | 9,500.00  | 9,500.00   |
| Total projected obligations and expenditures      | 385,571.35 | 47,500.00 | 433,071.35 |
| Project number of participants served during PY20 | 107        |           |            |
| Projected cost-per-participant for PY20           | 4,047.40   |           |            |

**Youth Worker Budget**

| Estimated available funds               | Program funds | Administrative funds | Total      |
|---|---------------|----------------------|------------|
| Carry-in from PY19                      | 215,000.00    | 48,000.00            | 263,000.00 |
| Estimated allocation for PY20           | 581,377.00    | 64,597.00            | 645,974.00 |
| Total estimated available funds         | 796,377.00    | 112,597.00           | 908,974.00 |
| Projected obligations and expenditures  | Program funds | Administrative funds | Total      |
| OSY participant costs (work experience) | 54,200.00     | 0.00                 | 54,200.00  |
| OSY staff costs (work experience)       | 39,000.00     | 0.00                 | 39,000.00  |

|  |            |            |            |
|--|------------|------------|------------|
| OSY participant costs (all other program elements) | 127,666.00 | 0.00       | 127,666.00 |
| OSY staff costs (all other program elements)       | 196,858.30 | 0.00       | 196,858.30 |
| OSY pay-for-performance contract costs             | 17,100.40  | 0.00       | 17,100.40  |
| OSY overhead costs                                 | 42,793.19  | 0.00       | 42,793.19  |
| ISY participant costs (work experience)            | 20,800.00  | 0.00       | 20,800.00  |
| ISY staff costs (work experience)                  | 21,750.00  | 0.00       | 21,750.00  |
| ISY participant costs (all other program elements) | 61,067.00  | 0.00       | 61,067.00  |
| ISY staff costs (all other program elements)       | 72,985.29  | 0.00       | 0.00       |
| ISY pay-for-performance contract costs             | 7,689.20   | 0.00       | 7,689.20   |
| ISY overhead costs                                 | 20,380.71  | 0.00       | 20,380.71  |
| Administrative staff costs                         | 0.00       | 80,000.00  | 80,000.00  |
| Administrative overhead costs                      | 0.00       | 20,000.00  | 20,000.00  |
| Total projected obligations and expenditures       | 682,290.09 | 100,000.00 | 709,304.80 |
|  |            |            |            |
| Project number of participants served during PY20  | Total      |            |            |
| OSY  | 102        |            |            |
| ISY  | 32         |            |            |
| Total  | 134        |            |            |

|   |          |  |  |
|---|----------|--|--|
|   |          |  |  |
| Projected cost-per-participant for PY20 | 5,293.32 |  |  |

*It is proposed that the Board approve the plan modification for Program Year 2020 to accept \$645,974 for youth, \$443,280 for adult, and \$278,069 for dislocated worker allocations.*

## Motion to Approve Work-based Learning Policy Revision\*

**Background:** Work-based training can be an effective training strategy that provides additional opportunities for employers and adults and dislocated worker program participants. Work-based training presents a great opportunity for fostering increased employer engagement, implementing sector strategies, and encouraging industry partnerships, as these types of training allow employers to train their employees while continuing to be productive members of the workforce.

**Revisions will:**

- updated current work-based learning policy to align with the State's policy; and
- reduce barriers for employers to participate.

*It is proposed that the Board approve the Work-based Training: Adult & DLW Policy Revision.*

### Greater Lincoln Workforce Development Board

**Effective Date: 03-26-2019**

**Modified: 08-28-2019 amending Transitional Jobs**

**PURPOSE:** To provide the local board's policy on Work Based Learning for the Adult, Dislocated Worker, and Youth programs within the private-for-profit sector, non-profit sector, or public sector, including, as applicable:

- Summer employment opportunities and other work experience opportunities available throughout the school year (Youth only);
- Pre-apprenticeship and Registered Apprenticeship programs;
- Internships and job shadowing;
- On-the-Job Training (OJT) opportunities;
- Transitional jobs;
- Incumbent Worker; and
- Customized Job Training

### Work Based Learning Policy

The Greater Lincoln Workforce Development Board's policy complies with WIOA's emphasis on offering an array of work-based training strategies and employment approaches to benefit low-income individuals. Work Based Learning gives underprepared adults and youth the chance to

earn income while also receiving training and developing essential skills that are best learned on the job. These strategies also ensure training is tied to in-demand occupations by engaging employers and industry sectors to define needed skills.

Activities identified as Work Based Learning and addressed in this policy include On-the-Job Training, Registered Apprenticeship training, paid or unpaid Work Experiences and Internships Pre-Apprenticeship and Registered Apprenticeship training, and Job Shadowing, Transitional Jobs, Incumbent Worker training and Customized Job training.

### **On-the-Job Training**

The term “on-the-job training” (OJT) means training by an employer that is provided to a paid participant while engaged in productive work in a job that—

- Provides knowledge or skills essential to the full and adequate performance of the job;
- Is made available through a program that provides reimbursement to the employer of up to 75 percent of the wage rate of the participant, for the extraordinary costs of providing the training and additional supervision related to the training; and
- Is limited in duration as appropriate to the occupation for which the participant is being trained, taking into account the content of the training, the prior work experience of the participant, and the service strategy of the participant, as appropriate.

The Board has a separate OJT policy that approves employer reimbursement of 75% for small employers with 1-200 employees; a maximum cap of a 50% reimbursement rate applies to larger employers.

Clients enrolled in an OJT program may be concurrently enrolled in an academic training program to improve academic skills. However, unless it is the employer’s normal practice to pay wages to employees during academic skill training, the time may not be reimbursed. The establishment of an OJT contract has multiple requirements. These are outlined in the Board’s OJT policy.

### **Registered Apprenticeship**

Registered Apprenticeship (RA) is an "Earn and Learn" training model, providing a unique combination of structured learning with on-the-job training from an assigned mentor. Related instruction, technical training or other certified training is provided by apprenticeship training centers, technical schools, community colleges, and/or institutions employing distance and computer-based learning approaches. The goal is to provide workers with advanced skillsets that meet the specific needs of employers. Upon completion of a Registered Apprenticeship program, participants receive an industry issued, nationally recognized credential that certifies occupational proficiency and is portable.

Given the unique nature of RA, there are several ways in which training services may be used in conjunction with these programs:

- An Individual Training Account (ITA) may be developed for a participant to receive RA training;
- An OJT contract may be developed with a RA program for training participants. OJT contracts are made with the employer or RA program sponsor, and RAs generally involve both classroom and OJT instruction. The OJT contract may be made to support some or all of the OJT portion of the RA program;
- A combination of an ITA to cover the classroom instruction along with an OJT contract to cover the on-the-job portions of the RA is allowed; and
- Incumbent Worker Training may be used for up-skilling apprentices or journey workers who already have an established working/training relationship with the RA program.
- Youth program funds may be used for RA as an Occupational Skills Training option for youth ages 16-24.
- Supportive Services including books, supplies, childcare, transportation, tools, and uniforms.
- Contracted classes with an ETP to train a cohort of potential apprentices in in-demand industry sectors or occupations, provided the apprentices/potential apprentices meet the Youth, Adult or Dislocated Worker requirements for training services.
- Customized Training may also be used to support RA program sponsors and apprentices.

Supportive services may also be included in coordination with career and/or training services, to participants in a RA program.

### **Pre-Apprenticeship**

Pre-apprenticeship is a program or set of strategies designed to prepare individuals to enter and succeed in registered apprenticeship programs and has a documented partnership with at least one, if not more, registered apprenticeship programs(s).

### **Work Experience and Internships**

Paid (subsidized) or unpaid work experience or internship is a planned, structured learning experience in a workplace for a limited period of time that provide participants with opportunities for career exploration and skill development.

Work experience or internship may be in the private-for-profit sector, the non-profit sector or in the public sector, for participants whose assessment and employment development plan / individual service strategy indicates that work experience, internship, and/or transitional jobs are appropriate. Work experiences and internships may be paid or unpaid (as appropriate and consistent with laws such as the Fair Labor Standards Act).



Work experiences and internships will be in positions that are “entry-level.” For paid work experiences, WIOA will pay the participants’ wages. Wages are set by the Board as \$10 an hour, unless documentation exists to support a higher wage.

Participants in work experience or internship may work no more than 40 hours a week. The duration of the work experience will be based upon the expected outcomes.

NOTE: WIOA Youth program participants might participate in more than one work experience or internship assignment over the duration of their program participation – i.e. summer employment, job shadowing, pre-apprenticeship programs.

No participant will work in any subsidized work experience or internship position when the same or substantially equivalent position is vacant due to a ~~hiring freeze or~~ labor dispute.

The worksite supervisor is expected to provide supervision and training for participants, as well as monitor progress and application of job readiness skills. The ratio of trainee to supervisor will not exceed 5 to 1.

Work Experience and internship participants are considered trainees. Therefore staff developing such training opportunities must ensure adequate supervision at the worksites. A supervisor must be on-site at all times during the trainee’s work hours. On site monitoring of worksites by provider staff will take place at least monthly.

### Job Shadowing

Job shadowing is a work experience option where youth learn about a job by walking through the work day as a shadow to a competent worker. The job shadowing work experience is a temporary, unpaid exposure to the workplace in an occupational area of interest to the youth.

### Transitional Jobs

Transitional jobs are a type of work experience and are considered an individualized career service. Transitional jobs are time-limited and wage-paid work experiences that are subsidized up to 100%.

Up to 10% of the local Board’s combined total of Adult and Dislocated Worker funds may be used to provide transitional jobs to program participants.

The duration of transitional jobs may be for up to three (3) calendar months at a wage rate not to exceed \$12.00 per hour.

These jobs may be in the public, private or nonprofit sectors and are only available to individuals with barriers to employment who are chronically unemployed or have an inconsistent work history defined by the Board as unemployed for 10 consecutive weeks or having 3 or more employers in a 12-month period.

In addition to the long-term unemployed, ex-offenders, and individuals who are currently receiving or have exhausted TANF benefits are eligible. The goal is to provide a program participant with work experience in an employee-employer relationship, in which the program

provider acts as the employer, and where the program participant has the opportunity to develop important workplace skills.

The transitional job must be combined with other career and supportive services, including any of the supportive services currently identified by the Board are allowed with documentation on need by the Service Provider. Where possible, transitional jobs will be combined with job readiness training. These jobs must be designed to establish a work history with the program participant showing success in the workplace and developing the skills that lead to entry into and retention in unsubsidized employment. Retention by the employer is preferred but there is no requirement for the employer to retain the program participant in employment.

### Incumbent Worker Training

Incumbent Worker Training (IWT) is designed to meet the needs of an employer or group of employers to retain a skilled workforce or avert layoffs. IWT is not permitted to be used to provide the occupational training needed by a new hire. IWT can be used to either:

- Help avert potential layoffs of employees, or
- Obtain the skills necessary to retain employment, such as increasing the skill levels of employees so they can be promoted within the company and create backfill opportunities for less skilled employees.

IWT services must be conducted with a commitment by the employer to retain or avert the layoffs of the workers trained.

The Board can use up to 20% of its Adult and Dislocated Worker program funds to provide for the federal share of the cost of providing IWT. The 20% can be used for IWT activities that are programmatic in nature, as administrative activities must be paid out of the Board's administrative funds. An Employer's eligibility is based on the following factors, which help to evaluate whether training would increase the competitiveness of the employees or both the employees and the employer:

- The characteristics of the individuals in the program (e.g. individuals with barriers to employment);
- Whether the training improves the labor market competitiveness of the employees or both the employees and the employer; and
- Other factors the Board may consider appropriate, including:
  - The number of employees participating in the training;
  - Wage and benefit levels of those employees (both pre- and post-training earnings);
  - The existence of other training and advancement opportunities provided by the employer;
  - Credentials and skills gained as a result of the training;

- Layoffs averted as a result of the training;
- Utilization as part of a larger sector and/or career pathway strategy; or
- Employer size

For an employer to receive IWT funds, the individual(s) receiving training must be:

- Employed by the employer;
- Meet the Fair Labor Standards Act (FLSA) requirements for an employer-employee relationship;
- Have an established employment history with the employer for six months or more (may include time spent as a temporary or contract worker performing work for the employer receiving the IWT funds).

The exception to the six month requirement is that, in the event that IWT is being provided to a cohort of employees, not every employee in the cohort must have an established employment history with the employer for six months or more as long as a majority of those employees being trained meet the employment history requirement.

An incumbent worker does not have to meet the eligibility requirements for career and training services for Adults and Dislocated Workers under WIOA, unless they are also enrolled as a participant in the WIOA Adult or Dislocated Worker program.

The Governor or the State WDB may make recommendations to the Local Board for providing IWT that has a statewide impact. The State may also provide IWT with Rapid Response funds for statewide IWT activities as part of a broader layoff aversion strategy.

Generally, IWT should be provided to private sector employers; however, there may be instances where non-profit and local government entities may be the recipients of IWT funds. For example, IWT may be used in the health care industry where hospitals are operated by non-profit or local government entities and a nursing up-skilling opportunity is available.

IWT can also be used for underemployed workers, e.g. workers who would prefer full-time work but are working part-time for economic reasons. While these workers are employed, they may have accepted reduced hours to gain or maintain employment or a previous dislocation has led them to accept reduced employment and often lower wages that may have a permanent effect on their careers. The use of these strategies may focus on increasing skills for underemployed frontline workers in an effort to advance these workers to more skilled positions with the same employer or industry sector leading to an increase in earnings through more work hours or an increase in pay. The Board's Service Provider will develop contracts such that, once incumbent workers advance with the employer, the employer will then provide an opportunity to the Board's Service Provider to fill the now vacant position with a local WIOA participant.

The contract between the Board's Service Provider and employer must document the minimum six-month work history requirement for IWT recipients with the employer.

Employers are required to pay the non-Federal share of the cost of providing incumbent worker training. Employers are required to pay a portion of the training for those individuals in IWT. This may be done through both cash payments and fairly evaluated in-kind contributions. The employer contribution may include the wages the employer pays to the incumbent worker trainee while the worker is attending training. In establishing the employer share of the cost, the Board's Service Provider must consider the number of employees participating in the training, the wage and benefit levels of the employees (at the beginning and anticipated upon completion of the training), the relationship of the training to the competitiveness of the employer and employees, and the availability of other employer-provided training and advancement opportunities. The minimum amount of employer share in the IWT depends on the size of the employer and may not be less than:

- 10% of the cost, for employers with 50 or fewer employees;
- 25% of the cost, for employers with between 51 to 100 employees; and
- 50% of the cost, for employers with more than 100 employees.

The employer share must be reported by the Board as program income in its quarterly financial reports.

### Customized Training

Customized Training is designed to meet the specific requirements of an employer or group of employers with the commitment that the employer(s) hire an individual or group of individuals upon successful completion of the training. Customized training may be provided for an employer or group of employers when the:

- employee or group of employees are not earning a self-sufficient wage or wages comparable to or higher than wages from previous employment;
- training relates to:
  - introduction of new technologies, introduction to new production or service procedures, upgrading to new jobs that require additional skills, or workplace literacy; or
  - other appropriate purposes identified by the Board.

The Board maintains flexibility to ensure that customized training meets the unique needs of the job seeker(s) and employer(s). The employer must pay for a significant portion of the cost of training. These will be defined as outlined under the IWT section of this policy.

### General Requirements for Participant Eligibility

Work Based Learning opportunities must be identified as an appropriate activity for program participants on the IEP or ISS. IEPs or ISSs and/or case notes will specify goals of the Work Based Learning activity by –

- Identifying purpose of the activity

- Identifying linkage between work and educational interests/goals and
- Outcomes expected

For youth programs, the board recognizes the requirement that at least 20 percent of Youth formula funds be spent on paid and unpaid work experiences that incorporate academic and occupational education for out-of-school and in-school youth or other Work Based Learning activities such as OJT or Internships. Exceeding this percentage may be considered as a future local performance measure or a pay-for-performance requirement in the future.

#### Prohibited Activity

Funds provided to employers for Work Based Learning must not be used to directly or indirectly:

- Assist, promote, or deter union organizing; or
- Aid in the filling of a job opening that is vacant because the former occupant is on strike, or is being locked out, in the course of a labor dispute, or the filling of which is otherwise an issue in a labor dispute involving a work stoppage.

#### Nondiscrimination

All programs and activities funded or financially assisted in whole or in part under WIOA must comply with all laws on the prohibition against discrimination based on age, disability, or sex, or based on race, color, national origin, or political affiliation or belief.

#### Board Expectation

The local board expects that the WIOA Title IB Provider and One Stop Operator will incorporate the requirements outlined in this policy into their written operations procedures.

### **Motion to Approve Monitoring Schedule for PY20\***

As discussed in the Greater Lincoln Workforce Development Board's Monitoring Policy, each Program Year (PY), the Board will provide a schedule of monitoring activities to NDOL and will post the schedule on its web page. For PY20, the following schedule will be followed.

| Planned               | Area of Review   |
|-----------------------|--|
| July-September 2020   | Year-End Compliance Review<br>Adult & Dislocated Worker<br>WIOA Financial Review |
| October-December 2020 | Workforce Development Board<br>One Stop System<br>Procurement                    |
| January-March 2021    | Youth<br>Equal Opportunity/ Non-discrimination and<br>Grievance Procedures       |



April – June 2021

Property Management  
 Fiscal Systems (One Stop and WIOA)

The monitoring schedule is a plan of when the activities and other related reviews will be conducted. It may become necessary to adjust planned timeframes as a result of outside developments as well as the number of follow-ups and corrective actions occurring. Each monitoring activity will be confirmed with a seven-day notification to the required parties to provide requested materials, review plan, interview questions or questionnaire to be completed. Entrance interviews will be held if requested. Electronic participant records require no action by the Service Provider and may be examined at any time on or after the date of review notification. The sample pool list and results will be provided upon completion of the review. Onsite activities will be scheduled as necessary and may include the primary review, portions of other upcoming and/or current reviews. File review questions may be conducted by emailing Greater Lincoln Workforce Administrator, Fiscal Agent, and/or Service Provider, telephone discussion or other means determined appropriate. Exit interviews are planned as onsite meetings scheduled through the Greater Lincoln Workforce Administrator; extended participation is at their invitation. Exit interviews may be recorded.

*It is proposed that the Board approve the monitoring schedule for PY20.*

## Certification of American Job Center

**Background:** Each local board must assess the effectiveness, physical and programmatic accessibility, and continuous improvement of its local one-stop delivery system at least once every three years. As part of that assessment, the local board must certify at least one comprehensive one-stop center. The Certification Review Team completed their review on May 28, 2020.

Attached is a summary of the team's on-site evaluation that shows deficiencies in the following criteria:

**Effectiveness Criteria:** 4 (identify & document goals for serving employers), 5, (reports from partners to the Board), 11 (using the common identifier)

**Physical Accessibility:** 4 (need Braille signage), 5 (Annual assessment of physical accessibility)

**Programmatic Accessibility:** 7 (Annual assessment of physical accessibility)

**Continuous Improvement:** 2 (assessment and analysis of data is a work in progress including review for IWD); 3 (Board policy for surveys)

*It is proposed that the Board certify the American Job Center conditionally.*

Effectiveness criteria

| Minimum requirement   | Minimum certification criteria   | Indicator demonstrating requirement is met  | Criteria met: yes or no | Comments/planned corrective actions   |
|---|--|---|-------------------------|---|
| 1. <b>Governance:</b> All required governance documents are in place. | <ul style="list-style-type: none"> <li>▪ All MOUs between the local board and one-stop partners are fully executed.</li> <li>▪ If applicable, a governance agreement among all local area CEOs is in place.</li> </ul> | <ul style="list-style-type: none"> <li>▪ Each MOU is consistent with the State's current policy on memorandums of understanding and funding agreements.</li> <li>▪ Each MOU accurately:               <ul style="list-style-type: none"> <li>○ reflects the name and location of the partner;</li> <li>○ describes the method the partner uses to integrate services within the one-stop delivery system and one-stop centers; and</li> <li>○ describes how the partner's services are</li> </ul> </li> </ul> | Yes                     | <p>All MOU's are posted online:</p> <ul style="list-style-type: none"> <li>• <a href="#">Adult Education</a></li> <li>• <a href="#">Community Action Partnership</a></li> <li>• <a href="#">Lincoln Housing Authority</a></li> <li>• <a href="#">National Able</a></li> <li>• <a href="#">NE Commission for the Blind &amp; Visually Impaired</a></li> <li>• <a href="#">NE Dept. of Health &amp; Human Services</a></li> <li>• <a href="#">NE Dept. of Labor</a></li> <li>• <a href="#">Ponca Tribe</a></li> <li>• <a href="#">Proteus</a></li> <li>• <a href="#">ResCare</a></li> <li>• <a href="#">Southeast Community College - Carl Perkins</a></li> <li>• <a href="#">Vocational Rehab</a></li> </ul> <p><a href="#">Attachment 2: Agreement Among Local Area CEO's</a></p> |

| Minimum requirement | Minimum certification criteria | Indicator demonstrating requirement is met   | Criteria met: yes or no | Comments/planned corrective actions |
|---------------------|--------------------------------|--|-------------------------|-------------------------------------|
|                     |                                | <p>provided through the one-stop delivery system and one-stop centers, including the method of service delivery (i.e., onsite or direct linkage).</p> <ul style="list-style-type: none"> <li>▪ If applicable, the governance agreement among all local area CEOs reflects processes for appointment of local board members and describes their roles, designation of a grant recipient and fiscal agent regarding funding allocated to the local area by the State,</li> </ul> |                         |                                     |

| Minimum requirement   | Minimum certification criteria   | Indicator demonstrating requirement is met  | Criteria met: yes or no | Comments/planned corrective actions  |
|---|--|---|-------------------------|--|
|   |  | collaboration during regional and local planning activities, and other governance functions.  |                         |  |
| <b>2. Governance:</b><br>One-stop operator selection, roles, and responsibilities | <ul style="list-style-type: none"> <li>▪ The one-stop operator is competitively selected or selected through a sole-source procurement process.</li> <li>▪ One-stop operator procurement documents clearly delineate the daily operations of the one-stop delivery system and one-stop centers, as well as the roles and responsibilities of the one-stop</li> </ul> | <ul style="list-style-type: none"> <li>▪ The local board has documentation demonstrating the one-stop operator selection process, such as market research, requests for information, or conduct of a cost and price analysis.</li> <li>▪ The one-stop operator was selected through a competitive or sole-source procurement process that was in place prior to selection:               <ul style="list-style-type: none"> <li>○ with clear conflict of</li> </ul> </li> </ul> | Yes                     | The OSO was competitively selected, following the City of Lincoln's procurement process. The agreement is posted online:<br><a href="https://www.lincoln.ne.gov/city/mayor/workforce/pdf/Operator-Provider%20Agreements/OneStopOperator-93543.pdf">https://www.lincoln.ne.gov/city/mayor/workforce/pdf/Operator-Provider%20Agreements/OneStopOperator-93543.pdf</a><br><br><a href="#">Attachment 12: One-stop Operator Sole-source Procurement Process Documentation</a><br><a href="#">Attachment 21: RFP Specifications</a><br><a href="#">Attachment 22: City-Board-CEO Agreement</a><br><a href="#">Attachment 20: Continuity-of-service Plan</a> |

| Minimum requirement | Minimum certification criteria  | Indicator demonstrating requirement is met   | Criteria met: yes or no | Comments/planned corrective actions |
|---------------------|---|--|-------------------------|-------------------------------------|
|                     | <p>operator and its staff.</p> <ul style="list-style-type: none"> <li>▪ If the one-stop operator is participating in assessment procedures <i>and</i> fulfills one or more additional roles within the one-stop delivery system (i.e., service provider for WIOA Title IB programs), a written agreement between the local board and the one-stop operator that defines the one-stop operator's roles and responsibilities.</li> <li>▪ <b>For AJC certification only:</b> The local board and one-</li> </ul> | <p>interest policies and procedures demonstrating internal controls; and</p> <ul style="list-style-type: none"> <li>○ if applicable, a written agreement among the one-stop operator, the local board, and CEO has been established to clarify how the one-stop operator will carry out its responsibilities while demonstrating compliance with WIOA and its corresponding rules and regulations, and the State's current policies</li> </ul> |                         |                                     |



| Minimum requirement   | Minimum certification criteria  | Indicator demonstrating requirement is met  | Criteria met: yes or no | Comments/planned corrective actions  |
|---|---|---|-------------------------|--|
|   | stop operator have established a written continuity-of-service plan that will be initiated if the AJC is not certified.   | regarding conflict of interest.<br>▪ The continuity-of-service plan is documented and available for review.   |                         |  |
| <b>3. Responsiveness to needs of jobseekers, workers, and program participants:</b><br>The one-stop delivery system and one-stop centers meet the needs of jobseekers, workers, and program participants. | One-stop partners have identified specific methods for integrating services and referrals among all one-stop partner programs that meet the needs of jobseekers, workers, and program participants. | ▪ One-stop partner policies and procedures for service delivery identify standards and processes for integration of services and referrals.<br>▪ One-stop partner has identified and documented goals for serving jobseekers, workers, and program participants.<br>▪ One-stop partner performance reports to the local | Cond.                   | The Attachment "Effectiveness Criteria 3" addresses this minimum requirement. Found within this document is: <ol style="list-style-type: none"> <li>1. Partner Referral Operating Procedure.</li> <li>2. Instruction on how to make a referral via NEworks.</li> </ol> A report indicating Partner Performance Summaries and data collected from Partners. Information contained in the report was collected/asked for during November -December 2019. This report was shared with the GLWDB. <p>Partners such as NDOL, Vocational Rehabilitation, and the WIOA Title I programs have goals set through Federal guidelines. The One Stop Operator is working with the partners on developing an applicant screening tool to help identify partners to whom the applicant may be referred. An orientation to the AJC and partners is also being developed that will be able to be viewed in the office or electronically. Fliers and brochures are also being updated as needed. The separation between NDOL in room 222 and the resource room in room 205 was discussed.</p> |

| Minimum requirement  | Minimum certification criteria  | Indicator demonstrating requirement is met  | Criteria met: yes or no | Comments/planned corrective actions  |
|--|---|---|-------------------------|--|
|  |   | board are documented, available, and reflected in the minutes of local board meetings.  |                         |  |
| <b>4. Responsiveness to needs of employers:</b> The one-stop delivery system and one-stop centers meet the needs of local employers. | <ul style="list-style-type: none"> <li>One-stop partners have identified specific methods for responding to economic and labor force needs within the one-stop delivery system.</li> <li>One-stop partners have identified specific methods for matching employers with skilled workers and reporting performance of their respective programs to the local board.</li> </ul> | <ul style="list-style-type: none"> <li>One-stop partner has identified and documented goals for serving employers.</li> <li>One-stop partner performance reports to the local board are documented, available, and reflected in the minutes of local board meetings.</li> </ul> | Yes                     | <p><a href="#">State of the One Stop</a> is present at each board meeting.</p> <p>The One-Stop Center has partnered with the local Chamber as well as Partnership for Economic Development to provide daily job-leads to customers. Businesses submit job openings and the American Job Center publicizes the respective openings. In addition, the American Job Center and its staff are strongly involved with EmployLNK. This group aims to serve local businesses and does so in a variety of ways, including: Job fairs, hiring events, Short-term trainings, Business Tours, and Program dissemination.</p> <p>Please see Minimum Requirement #3 for information pertaining to Performance Reports from One-Stop Partners.</p> <p>Although specific goals have not been identified for serving employers, this is an issue being discussed with partners and expected goals are expected to be established by 7-30-20.</p> |

| Minimum requirement  | Minimum certification criteria   | Indicator demonstrating requirement is met   | Criteria met: yes or no | Comments/planned corrective actions  |
|--|--|--|-------------------------|--|
| <b>5. Performance:</b><br>The one-stop delivery system and one-stop centers support the local board's achievement of negotiated levels of performance for the primary indicators of performance established under WIOA Sec. 116(b)(2)(A) and 20 CFR §.677.155. | One-stop partners, with assistance from the one-stop operator, have developed a reporting system(s) for ongoing tracking of performance outcomes and periodic reporting to the local board regarding negotiated levels of performance for the primary indicators of performance. | <ul style="list-style-type: none"> <li>Core partners<sup>1</sup> periodically assess and report to the local board on progress regarding negotiated levels of performance for the primary indicators of performance.</li> <li>Other one-stop partners periodically assess and report to the local board on progress regarding negotiated levels of performance for the primary indicators of performance.</li> </ul> | Yes                     | Please see Partner Performance Summary found under Criteria #3. Partner Performance was discussed during February's Board Meeting. <b>The One Stop Operator will continue to request performance information from partners and report on the results at Board meetings. These reports will include information on what is working and items for improvement.</b> |

<sup>1</sup> *Core partners* means WIOA Title IB adult, dislocated worker, and youth programs; WIOA Title II Adult Education and Family Literacy Act programs; WIOA Title III Wagner-Peyser Employment Service; and WIOA Title IV programs provided by the Nebraska Vocational Rehabilitation Program and the Nebraska Commission for the Blind and Visually Impaired.

| Minimum requirement  | Minimum certification criteria   | Indicator demonstrating requirement is met  | Criteria met: yes or no | Comments/planned corrective actions   |
|--|--|---|-------------------------|---|
|  |  | <ul style="list-style-type: none"> <li>Local board meeting minutes reflect that periodic reports submitted by core partners and other one-stop partners are discussed by the local board regarding progress on negotiated levels of performance for the primary indicators of performance.</li> </ul> |                         |   |
| <b>6. Program coordination:</b><br>The one-stop delivery system and one-stop centers prioritize program coordination and collaboration among one-stop partners, to provide | <ul style="list-style-type: none"> <li>One-stop partners have taken specific steps to avoid duplication of services and coordinate programs and integrate service delivery and referrals, such as:             <ul style="list-style-type: none"> <li>staff working on functional</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Specific steps have been taken to avoid duplication and to integrate services and referrals are documented. Examples:             <ul style="list-style-type: none"> <li>One-stop delivery system and one-stop center</li> </ul> </li> </ul>                   | Yes                     | <p><u><a href="#">Coordination of Services and Supportive Services</a></u></p> <p>Business Services work directly with EmployLNK to coordinate many services in the area. EmployLNK has partners such as TANF and NDOL represented.</p> <p><u><a href="https://www.lincoln.ne.gov/city/urban/workforce/pdf/manuals/ajcoperationsmanual.pdf">https://www.lincoln.ne.gov/city/urban/workforce/pdf/manuals/ajcoperationsmanual.pdf</a></u></p> <p>One-Stop center staff, although employed by Title1B Program, are expected to be representatives of the entire One-Stop system. This includes knowledge of Workforce Partners and basic understanding of eligibility requirements. The One-</p> |

| Minimum requirement  | Minimum certification criteria   | Indicator demonstrating requirement is met   | Criteria met: yes or no | Comments/planned corrective actions  |
|--|--|--|-------------------------|--|
| jobseeker, worker, and employer access to integrated programs, services, and activities. | rather than program teams; <ul style="list-style-type: none"> <li>○ “front desk” and “intake” staff are trained to complete an initial assessment of jobseeker, worker, and employer needs and inform each of available services;</li> <li>○ implementation of common intake procedures;</li> <li>○ elimination of duplication of effort through the sharing of assessments, employability plans, activities updates, and other</li> </ul> | organizational charts reflect functional roles rather than programmatic roles. <ul style="list-style-type: none"> <li>○ Internal procedures reflect functional roles and coordinated service delivery.</li> <li>○ Staff works on functional teams, rather than program teams.</li> <li>○ Front desk and intake staff are trained to complete an initial assessment of jobseeker, worker, and employer needs and inform each</li> </ul> |                         | <p>Stop Center staff meet with the One-Stop Operator and Title1B Project Director bi-weekly to host trainings/updates/etc. For example, in January 2020, a topic for this meeting centered around serving Veterans.</p> <p>One-Stop Partners have had discussions regarding “intake” and referral processes. Many Partners utilize different “systems,” which adds a barrier to making referrals among partners. However, to avoid duplication, and to assure customers are being referred for the most appropriate services, Partners HAVE agreed to utilize the Attached STEPS TO EMPLOYMENT PLAN process. (Attachment is labeled EFFECTIVENESS REQUIREMENT 6). The STEP process allows Job Center staff AND partner staff to easily identify services that are most applicable to respective customers.</p> <p>Once an “AJC Orientation” is complete, One-Stop Center staff will be expected to utilize NEWorks to make referrals based on information obtained during the orientations. This process will allow the One-Stop Center to identify and track referrals to Partner Programs.</p> |

| Minimum requirement | Minimum certification criteria  | Indicator demonstrating requirement is met   | Criteria met: yes or no | Comments/planned corrective actions |
|---------------------|---|--|-------------------------|-------------------------------------|
|                     | information;<br>and<br>○ intake forms and basic assessment tools are streamlined across one-stop partner programs, minimizing the need for jobseekers, workers, and employers to complete multiple forms and assessments. | of available services.<br>○ Materials used to train front desk and intake staff include procedures for completing initial assessments and communicating all services available through the one-stop delivery system and one-stop centers.<br>○ Common intake procedures have been implemented across all partner programs.<br>○ Frontline staff demonstrates |                         |                                     |



| Minimum requirement | Minimum certification criteria | Indicator demonstrating requirement is met  | Criteria met: yes or no | Comments/planned corrective actions |
|---------------------|--------------------------------|---|-------------------------|-------------------------------------|
|                     |                                | <p>knowledge of basic eligibility requirements for each one-stop partner program and make knowledgeable referrals to required one-stop delivery system and one-stop center partner programs.</p> <ul style="list-style-type: none"> <li>○ Program applications and assessment tools do not seek duplicative information for individuals enrolled in multiple programs.</li> <li>○ The one-stop operator provides written descriptions to</li> </ul> |                         |                                     |

| Minimum requirement   | Minimum certification criteria   | Indicator demonstrating requirement is met  | Criteria met: yes or no | Comments/planned corrective actions   |
|---|--|---|-------------------------|---|
|   |  | the local board regarding efforts to streamline intake and assessments across one-stop partner programs.  |                         |   |
| <b>7. Operational coordination:</b><br>The one-stop delivery system and one-stop centers prioritize operational coordination, and ensure streamlined and efficient service delivery and program administration. | <ul style="list-style-type: none"> <li>▪ Resource teams consist of integrated program partners.</li> <li>▪ Resource rooms provide high quality, up-to-date information about the services and supportive services available for jobseekers, workers, and employers.</li> <li>▪ One-stop delivery system and one-stop center websites and resource materials provide</li> </ul> | <ul style="list-style-type: none"> <li>▪ Job descriptions for resource room staff reflect cross-program functions and responsibilities.</li> <li>▪ Resource room materials regarding available one-stop center services align with the information provided in MOUs with one-stop center partners.</li> <li>▪ Resource room materials include a date or other method for</li> </ul> | Yes                     | <p>A Functional Job Description for American Job Center Staff, regardless of Partner Organization, is included. Resource Room materials consists of Partner organization information, job lead information, and other various services.</p> <p>With regards to Resource Room material, the OSO requests that Partners provide updated material once per month. This is done via email. In addition, job leads that are posted in the AJC are tracked via email (with dates) but are updated nearly daily in collaboration with EmployLNK.</p> <p>Business Service team meetings are held via EmployLNK. Many partner organizations are represented at these meetings. A copy of the previous Month's Meeting Minutes is attached.</p> |

| Minimum requirement | Minimum certification criteria   | Indicator demonstrating requirement is met  | Criteria met: yes or no | Comments/planned corrective actions |
|---------------------|--|---|-------------------------|-------------------------------------|
|                     | <p>information about all programs and services available for jobseekers, workers, and employers.</p> <ul style="list-style-type: none"> <li>Business services teams include representatives from all core partner<sup>2</sup> programs to avoid duplication of effort and to encourage collaboration.</li> </ul> | <p>determining the materials are current.</p> <ul style="list-style-type: none"> <li>All services described on one-stop delivery system and one-stop center websites and in resource materials provide information on all programs and services available for jobseekers, workers, and employers.</li> <li>A record of business services team meetings reflect participation by representatives of</li> </ul> |                         |                                     |

<sup>2</sup> *Core partners* means WIOA Title IB adult, dislocated worker, and youth programs; WIOA Title II Adult Education and Family Literacy Act programs; WIOA Title III Wagner-Peyser Employment Service; and WIOA Title IV programs provided by the Nebraska Vocational Rehabilitation Program and the Nebraska Commission for the Blind and Visually Impaired.

| Minimum requirement   | Minimum certification criteria  | Indicator demonstrating requirement is met  | Criteria met: yes or no | Comments/planned corrective actions   |
|---|---|---|-------------------------|---|
|   |   | all core partner programs.  |                         |   |
| <b>8. Service hours:</b><br>The one-stop delivery system and one-stop centers provide maximum access to required one-stop partner program services during regular business hours (8a – 5p) and any other predictable timeframes outside of regular business hours, as determined by the local board to be feasible and effective. | The local board considers optimum business hours to accommodate the needs of jobseekers, workers, and employers, including business hours, work schedules, childcare, and transportation. | <ul style="list-style-type: none"> <li>Regular business hours are clearly visible on the exterior and interior of one-stop centers.</li> <li>Directions for arranging for services outside of regular business hours are clearly stated and widely available to the public, including persons with disabilities.</li> <li>Local board meeting minutes reflect discussions and decisions regarding regular business hours and the availability of services outside of regular business hours.</li> </ul> | Yes                     | See minutes: <a href="#">Board Meeting Minutes</a><br>Will revisit in June 2020<br><br>Hours are posted on AJC door and the entrance to the Southeast Community College building. A sign within the AJC is visible to customers indicating an ability to modify hours if/when needed. |

| Minimum requirement  | Minimum certification criteria  | Indicator demonstrating requirement is met  | Criteria met: yes or no | Comments/planned corrective actions   |
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| <b>9. Equal opportunity and non-discrimination:</b><br>One-stop delivery system and one-stop center staff are familiar with and comply all applicable Federal, state, and local laws, rules, regulations, and policies regarding non-discrimination and equal opportunity for persons with disabilities. | <ul style="list-style-type: none"> <li>One-stop delivery system and one-stop center staff training covers the following topics:               <ul style="list-style-type: none"> <li>obligation to inform one-stop delivery system customers that auxiliary aids and accommodations are available;</li> <li>instructions for using TDD/TTY and other adaptive technologies;</li> <li>reasonable modifications to avoid discrimination and meet individual needs, such as allowing an individual with a</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>One-stop delivery system and one-stop center staff members demonstrate they:               <ul style="list-style-type: none"> <li>inform one-stop delivery system customers of the availability of auxiliary aids and accommodations;</li> <li>know how to use the adaptive technologies and are aware of available resources;</li> <li>are familiar with the modification of procedures to avoid discrimination; and</li> <li>utilize effective strategies for communicating</li> </ul> </li> </ul> | Yes                     | The American Job Center abides by federal, state, and local laws, rules, regulations and policies regarding non-discrimination and EEO. You will find Operating Procedures that address providing services to individuals with disabilities, ensuring equal access as well as providing accommodations. |

| Minimum requirement   | Minimum certification criteria   | Indicator demonstrating requirement is met  | Criteria met: yes or no | Comments/planned corrective actions   |
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|   | cognitive disability extra time to complete forms; and<br>○ effective strategies for communicating with persons with disabilities.<br>▪ One-stop delivery system and one-stop center partners ensure customers have access to services, in accordance all applicable Federal, state, and local laws, rules, regulations, and policies. | with persons with disabilities.<br>▪ Corrective action plans are developed if partners or customers identify barriers to participation in services. |                         |   |
| 10. <b>Customer feedback:</b><br>Customer feedback from jobseekers, | One-stop delivery system and one-stop center staff actively collect customer feedback  | ▪ Customer feedback data is provided to the local board, and documentation on   | Yes                     | Customer surveys are shared with the board<br><br>Customer feedback is sought during the first two weeks of each month. Feedback is accepted both via computer survey and hard copy survey. Data is |



| Minimum requirement   | Minimum certification criteria  | Indicator demonstrating requirement is met  | Criteria met: yes or no | Comments/planned corrective actions  |
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| workers, and employers is actively sought and utilized.   | from jobseekers, workers, and employers.  | the data is readily available.<br><ul style="list-style-type: none"> <li>Minutes of local board meetings reflect the provision and review of customer-feedback reports.</li> </ul>  |                         | collected utilizing a program called FormStack, which allows data to be tracked "live."  |
| <b>11. Branding:</b><br>The common identifier ( <i>American Job Center or a proud partner of the American Job Center network</i> ) is used, as required under WIOA Sec. 121(e)(4) and 20 CFR § 678.900, at each AJC, affiliate sites, and specialized | All products, programs, activities, services, electronic resources, facilities, and all related property and new materials include the common identifier. | <ul style="list-style-type: none"> <li>The common identifier is found on all products, programs, activities, services, electronic resources (including websites), facilities, related property (including signage), and all new materials used in the one-stop delivery system and at one-stop centers, including brochures,</li> </ul> | Yes                     | The OSO has reviewed several products related to the One-Stop delivery system and its Partners. It appears that many Partner organizations utilize the common identifier on materials; however, not all partner programs/organizations do. The OSO will work with the <b>City's Workforce</b> Administrator to communicate with partners regarding this requirement. |

| Minimum requirement   | Minimum certification criteria  | Indicator demonstrating requirement is met   | Criteria met: yes or no | Comments/planned corrective actions                       |
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| centers, and by one-stop partners connected to AJCs, affiliate sites, and specialized centers through direct linkage.   |   | business cards, publications, promotional materials, and all other electronic or tangible materials.   |                         |   |
| <b>12. Protection of personal identifiable information (PII):</b> The local board ensures that PII is protected as required under Federal, state, and local laws, rules, regulations, and policies. | PII is protected in accordance with Federal, state, and local laws, rules, regulations, and policies. | <ul style="list-style-type: none"> <li>The local board has established policies and procedures for protection of PII throughout the one-stop delivery system and all one-stop centers, in accordance with Federal, state, and local laws, rules, regulations, and policies.</li> </ul> | Yes                     | <a href="#">Personally Identifiable Information (PII)</a> |
| <b>13. Additional comments on effectiveness</b>   |   |  |                         |   |

**Physical accessibility criteria**

| Minimum requirements  | Minimum certification criteria  | Indicator demonstrating requirement is met  | Criteria met: yes or no | Comments/planned corrective actions  |
|---|---|---|-------------------------|--|
| <b>1. Physical layout access:</b><br>The physical layout of one-stop centers eliminates structural barriers and is accessible to the public, including individuals with disabilities. | The physical layout of one-stop centers is physically accessible in accordance with Federal, state, and local laws, rules, and regulations, including WIOA Sec. 188 and 29 CFR part 38.   | The layout of all one-stop centers is easily accessible, usable by persons with disabilities and is absent of physical barriers, as defined by the ADA Standards for Accessible Design and Uniform Federal Accessibility Standards (UFAS). <sup>3</sup> | Yes                     | The State Monitor (NDOL) completed an EO and Accessibility Review of the AJC (report submitted 2-10-20). Follow-up was done and corrective action conditionally accepted 4-23-20 pending an additional walk-through by the State Monitor. GL Board continues to strive for improvement and so has formed a committee to review relocation options. |
| <b>2. Equal opportunity access:</b> One-stop delivery system and one-stop center staff provide equal access to the system and centers in  | ▪ One-stop delivery system and one-stop center staff: <ul style="list-style-type: none"> <li>○ provide reasonable accommodations for persons with disabilities;</li> <li>○ administer programs in the most appropriate integrated setting;</li> </ul> | ▪ One-stop delivery system and one-stop center staff demonstrate: <ul style="list-style-type: none"> <li>○ availability of auxiliary aids and accommodations, including assistive technology devices and services;</li> </ul>                           | Yes                     | The One Stop Operator demonstrated the various assistive technology available in the resource room.  |

<sup>3</sup> The UFAS are accessible at <https://www.access-board.gov/guidelines-and-standards/buildings-and-sites/about-the-aba-standards/background/ufas> .

| Minimum requirements  | Minimum certification criteria  | Indicator demonstrating requirement is met  | Criteria met: yes or no | Comments/planned corrective actions   |
|---|---|---|-------------------------|---|
| compliance with the requirements established in WIOA Sec. 188 and 29 CFR Part 38.                               | <ul style="list-style-type: none"> <li>○ communicate with persons with disabilities as effectively as with others.</li> <li>▪ One-stop delivery system and one-stop center partners reasonably modify policies, practices, and procedures to avoid discrimination and to meet individual needs.</li> </ul>  | <ul style="list-style-type: none"> <li>○ they inform customers of the availability of auxiliary aids and accommodations, including assistive technology devices and services;</li> <li>○ how to use the adaptive technologies and are aware of available resources;</li> <li>○ familiarity with modification of procedures to avoid discrimination; and</li> <li>○ use of effective strategies for communicating with persons with disabilities.</li> <li>▪ One-stop delivery system and one-stop center partners demonstrate that each has reasonably modified policies, practices, and procedures to avoid discrimination and to meet individual needs</li> </ul> |                         |   |
| <b>3. Location:</b> Locations of one-stop centers are accessible by public transportation, driving, or walking. | <ul style="list-style-type: none"> <li>▪ Customers who use public transportation can access one-stop centers within a reasonable walking distance.</li> <li>▪ Adequate parking is available and accessible for customers who drive to one-stop centers.</li> <li>▪ Locations of one-stop centers are identifiable in high-traffic areas.</li> </ul> | <ul style="list-style-type: none"> <li>▪ One-stop centers have dedicated parking lots suitable for the anticipated number of customers.</li> <li>▪ One-stop center parking lots have spaces closest to the door that are dedicated to and marked for persons with disabilities.</li> <li>▪ One-stop center signage is easily visible on the exterior and in the interior of the facility.</li> </ul>  | Yes                     | <p>Will add public transit to next meeting.</p> <p>AJC utilizes an attached parking garage for customer parking. In addition, customers may utilize street parking. There are signs on the East entrance as well as</p> |

| Minimum requirements   | Minimum certification criteria  | Indicator demonstrating requirement is met  | Criteria met: yes or no | Comments/planned corrective actions   |
|--|---|---|-------------------------|---|
|  |   | <ul style="list-style-type: none"> <li>Meeting minutes demonstrate the local board has considered whether the locations of one-stop centers are within reasonable walking distance from public transportation stops.</li> </ul> |                         | the Alley way entrance indicating the presence of the AJC at Education Square. The AJC does host a sign on its window indicating it is the location of the AJC.   |
| <b>4. Signage and logos:</b> The common identifier ( <i>American Job Center or a proud partner of the American Job Center network</i> ) are used on signage and logos, as required under WIOA Sec. 121(e)(4) and 20 CFR § 678.900. | Signage and logos include the common identifier, making the physical location of one-stop centers simple to find and identifiable.                      | The common identifier is highly visible on signage and logos, with easy-to-see signage on the exterior and interior one-stop centers.   | Yes                     | Relocation of AJC <b>will ensure greater visibility of signage and logos.</b><br><br>Signage is posted at the East Door entry way as well as the Alley Entrance. The "American Job Center" logo is posted on the window of the American Job Center. |
| <b>5. Annual assessment of physical accessibility:</b> The local board has annually assessed the physical accessibility of all one-stop centers.   | Since Program Year 2017, the local board has annually assessed the physical accessibility of all one-stop centers, as required under 20 CFR 679.370(p). | Documentation of the local board's annual assessment for Program Years 2018 and 2019 of the physical accessibility of all one-stop centers is readily available and provides the results of the assessment.                     | Cond.                   | Will make a plan to move forward; <b>add to monitoring schedule.</b>  |
| <b>6. Additional comments on physical accessibility</b>  |   |   |                         |   |

**Programmatic accessibility criteria**

| Minimum requirements   | Minimum certification criteria  | Indicator demonstrating requirement is met   | Criteria met: yes or no | Comments/planned corrective actions   |
|--|---|--|-------------------------|---|
| 1. <b>Career services:</b> Basic and individualized career services, including supportive services and follow-up services, are accessible throughout the one-stop delivery system and at all one-stop centers, as required under 20 CFR § 680.150. | All basic and individualized career , including supportive services and follow-up services, are available and accessible throughout the one-stop delivery system and at all one-stop centers for all eligible individuals, including individuals with disabilities. | <ul style="list-style-type: none"> <li>▪ The local board's MOUs with one-stop partners demonstrate that all basic and individualized careers, including supportive services and follow-up services, are accessible through the one-stop delivery system and one-stop centers and available on demand and in real-time in person or through technology.</li> <li>▪ Clear descriptions of the availability of all basic and individualized careers, including supportive services and follow-up services, are readily available in accessible formats, including formats accessible to individuals with disabilities.</li> </ul> | Yes                     | Outreach materials are available on the services provided in the center. These will be reviewed and updated as needed. The training manuals also outline services. Discussion was held with the review team on staff training regarding accommodations and use of assistive technology equipment and Language Line. The WIOA Project Director said the latter is used at least monthly and they have had interpreters in as needed. |
| 2. <b>Youth program services:</b> Youth program services, including supportive services and follow-up  | All youth program services, including supportive and follow-up services, are available and accessible throughout the one-stop delivery system and at all one-   | <ul style="list-style-type: none"> <li>▪ The local board's MOUs with one-stop partners demonstrate that all youth program services, including supportive and follow-up services, are accessible throughout the one-stop delivery system</li> </ul>   | Yes                     | ResCare Provides all youth elements per MOU. Some services are now available virtually.   |



| Minimum requirements  | Minimum certification criteria  | Indicator demonstrating requirement is met   | Criteria met: yes or no | Comments/planned corrective actions   |
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| services, are accessible throughout the one-stop delivery system and at all one-stop centers, as required under 20 CFR § 681.460.   | stop centers for all eligible individuals, including individuals with disabilities.   | and at all one-stop centers and available on demand and in real-time in person or through technology.<br><ul style="list-style-type: none"> <li>Clear descriptions of the availability of all youth program services, including supportive and follow-up services, are readily available in accessible formats, including formats accessible to individuals with disabilities.</li> </ul>  |                         | <a href="#">July 1, 2019 through June 30, 2020 Eligible Youth Service Providers</a>   |
| <b>3. Other services:</b> Training services, education services, employment services, and business services are accessible throughout the one-stop delivery system and at all one-stop centers. | <ul style="list-style-type: none"> <li>All training services and education services are available and accessible throughout the one-stop delivery system and at all one-stop centers for all eligible individuals, including individuals with disabilities.</li> <li>All employment services provided by WIOA Title III Wagner-Peyser Employment Service services are available and accessible throughout the one-stop delivery system and at all one-stop centers for all eligible individuals, including individuals with disabilities.</li> <li>All business services are available and accessible throughout the one-stop delivery system and at all one-stop centers for all eligible employers and individuals, including individuals with disabilities.</li> </ul> | <ul style="list-style-type: none"> <li>The local board's MOUs with one-stop partners demonstrate that all training services, education services, employment services, and business services are available and accessible throughout the one-stop delivery system and at all one-stop centers available on demand and in real-time in person or through technology.</li> <li>Clear descriptions of the availability of all training services, education services, employment services, and business services are readily available in accessible formats, including formats accessible to individuals with disabilities.</li> </ul> | Yes                     | Service availability is posted on the AJC website and in handouts at the Center. Cross training has been done with partners and handouts are shared among partners. Recommendation was made to track outreach efforts as well as the results of work-based learning for all partners. |

| Minimum requirements  | Minimum certification criteria  | Indicator demonstrating requirement is met  | Criteria met: yes or no | Comments/planned corrective actions  |
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| 4. <b>Accommodations:</b> The one-stop delivery system and all one-stop centers provide reasonable accommodations for individuals with disabilities and individuals with language barriers. | The one-stop delivery system and all one-stop centers provide reasonable accommodations for individuals with disabilities and individuals with language barriers. | <ul style="list-style-type: none"> <li>▪ The local board has implemented one or more policies regarding accommodations for individuals with disabilities and individuals regarding with language barriers.</li> <li>▪ Assistive technology devices or other auxiliary aids are readily available throughout the one-stop delivery system and at all one-stop centers.</li> <li>▪ The local board has implemented one or more policies regarding accommodations for individuals with language barriers.</li> <li>▪ Bilingual resources, including on-demand translation services, are available and accessible throughout the one-stop delivery system and at all one-stop centers.</li> </ul> | Yes                     | Procedures are in place at the AJC. Please see Operating Procedures that address accommodating individuals with disabilities, non-English speakers, etc. |
| 7. <b>Annual assessment of programmatic accessibility:</b> The local board has annually assessed the programmatic accessibility of all one-stop centers.                                    | Since Program Year 2017, the local board has annually assessed the programmatic accessibility of all one-stop centers, as required under 20 CFR 679.370(p).       | Documentation of the local board's annual assessment for Program Years 2018 and 2019 of the programmatic accessibility of all one-stop centers is readily available and provides the results of the assessment.   | Yes                     | Not available; Compliance Elements Review for PY18 attached. Py19 is in progress.  |
| 5. <b>Additional comments on programmatic accessibility</b>   |   |   |                         |  |

Continuous improvement criteria

| Minimum Requirements  | Minimum Certification Criteria   | Indicator Demonstrating Requirement is Met  | Criteria met: yes or no | Comments/planned corrective actions   |
|---|--|---|-------------------------|---|
| <b>1. Negotiated levels of performance:</b> The local board includes one-stop partners in decision making regarding strategic improvements to achieve negotiated levels of performance for the primary indicators of performance established under WIOA Sec. 116(b)(2)(A) and 20 CFR §.677.155. | <ul style="list-style-type: none"> <li>▪ The local board requires periodic performance reports from one-stop partners regarding negotiated levels of performance for the primary indicators of performance.</li> <li>▪ One-stop partners and the one-stop operator use periodic performance reports to identify specific goals and tactics for improving performance.</li> </ul> | <ul style="list-style-type: none"> <li>▪ The local board has identified specific goals and metrics in work plans for continuous improvement regarding negotiated levels of performance for the primary indicators of performance, based on periodic performance reports submitted by one-stop partners and the one-stop operator.</li> <li>▪ Local board meeting minutes demonstrate decision making regarding strategic improvements to achieve negotiated levels of performance for the primary indicators of performance.</li> </ul> | Yes                     | Reference local plan<br>Reference minutes from Strategic Initiatives Committee  |
| <b>2. Customer feedback:</b> The local board has established a systematic method for collection and analysis of feedback from customers, including jobseekers, workers,   | <ul style="list-style-type: none"> <li>▪ Customer satisfaction surveys are provided to jobseekers, workers, and employers and ask for input on the following topics:               <ul style="list-style-type: none"> <li>○ the way in which customers access the services;</li> <li>○ overall satisfaction with services provided;</li> </ul> </li> </ul>                       | <ul style="list-style-type: none"> <li>▪ Customer satisfaction survey data indicates regular collection by the local board.</li> <li>▪ Customer satisfaction survey data can be disaggregated by service, program, and category of customer, including customers with disabilities.</li> </ul>  | Yes                     | Customer surveys are shared with the board<br><br>Customer feedback is sought during the first two weeks of each month. Feedback is accepted both via |

| Minimum Requirements   | Minimum Certification Criteria  | Indicator Demonstrating Requirement is Met   | Criteria met: yes or no | Comments/planned corrective actions  |
|--|---|--|-------------------------|--|
| and employers; and the feedback is used to continuously improve service delivery and operations throughout the one-stop delivery system and at all one-stop centers. | <ul style="list-style-type: none"> <li>o satisfaction level regarding the courteousness, knowledge, and responsiveness of staff;</li> <li>o timeliness of services provided;</li> <li>o accessibility and availability of program services;</li> <li>o physical accessibility of the one-stop delivery system and one-stop centers; and</li> <li>o ideas for improvement.</li> </ul> <ul style="list-style-type: none"> <li>▪ Results of customer satisfaction surveys are reported to the local board.</li> <li>▪ The local board has a systematic process for identifying customer complaints and developing appropriate responses and corrective actions.</li> </ul> | <ul style="list-style-type: none"> <li>▪ Customer satisfaction survey data can be disaggregated to determine whether individuals with disabilities are prevented or inhibited from participating in each program and service.</li> <li>▪ Local board meeting minutes reflect that customer satisfaction data was considered in decision-making regarding continuous improvement.</li> <li>▪ The local board has established a mechanism for customers to provide feedback outside of the routine customer feedback survey.</li> <li>▪ Receipt of customer complaints is dated, tracked, and provided the local board.</li> <li>▪ Corrective action plans addressing customer complaints are documented with plans for implementation.</li> <li>▪ Note: Any disaggregation of data must comply with all Federal, state, and local laws, regulations, and policies regarding protection of personal identifiable information (PII).</li> </ul> |                         | <p>computer survey and hard copy survey. Data is collected utilizing a program called FormStack, which allows data to be tracked "live."</p> <p>The One Stop Operator will work to disaggregate data to determine how individuals with disabilities are affected in trying to use programs and services.</p> |
| <b>3. Internal and external evaluation of operations:</b> The local board's internal procedures and  | <ul style="list-style-type: none"> <li>▪ The local board has established internal mechanisms for identification of the operational efficiency and effectiveness of the one-stop delivery system and all one-stop centers.</li> </ul>  | <ul style="list-style-type: none"> <li>▪ The local board has established policies and procedures regarding internal evaluation systems and identification and tracking of operational efficiency and</li> </ul>  | Yes                     | Internal evaluation of the one-stop center is done through the Certification process and through regular reporting to the  |

| Minimum Requirements   | Minimum Certification Criteria  | Indicator Demonstrating Requirement is Met   | Criteria met: yes or no | Comments/planned corrective actions  |
|--|---|--|-------------------------|--|
| systems monitor operational effectiveness and identify opportunities for improvement.  | <ul style="list-style-type: none"> <li>The local board has established external mechanisms for identification of the operational efficiency and effectiveness of the one-stop delivery system and all one-stop centers.</li> </ul>  | <p>effectiveness of the one-stop delivery system and all one-stop centers.</p> <ul style="list-style-type: none"> <li>The local board has established policies and procedures regarding external evaluation systems and identification and tracking of operational efficiency and effectiveness of the one-stop delivery system and all one-stop centers.</li> <li>Local board meeting minutes reflect that internal and external evaluations of operational efficiency and effectiveness of the one-stop delivery system and all one-stop centers is considered in decision-making regarding continuous improvement efforts.</li> </ul> |                         | <p>Board. This includes having the One-Stop Operator provide feedback from surveys and reports on activities involving the Center.</p> <p>External evaluation is done through the Compliance Elements Review now done at least annually by the Board's Compliance Coordinator. Also looking to contract with UNL to do an external evaluation.</p> |
| <b>4. Professional development for staff:</b><br>The local board ensures that continual professional development for staff is available throughout the one-stop delivery system and at all one-stop centers. | <ul style="list-style-type: none"> <li>Training on new policies, procedures, or regulatory guidance is available to staff throughout the one-stop delivery system and at all one-stop centers in a timely manner.</li> <li>Roles and responsibilities of one-stop delivery system and all one-stop center staff are made clear, starting with orientation and continuing throughout employment as roles and responsibilities change.</li> </ul> | <ul style="list-style-type: none"> <li>Documentation of training provided to staff throughout the one-stop delivery system and at all one-stop centers is available and identifies staff attendance and dates of training.</li> <li>Materials used during training sessions are provided to staff throughout the one-stop delivery system and at all one-stop centers following training sessions, as evidenced by training records.</li> </ul>  | Yes                     | <p><a href="#">Lincoln American Job Center Operations Manual</a></p> <p><a href="#">Lincoln Youth Operations Manual</a></p> <p><a href="#">Lincoln Adult &amp; Dislocated Worker Operations Manual</a></p>   |

| Minimum Requirements                             | Minimum Certification Criteria   | Indicator Demonstrating Requirement is Met  | Criteria met: yes or no | Comments/planned corrective actions   |
|--|--|---|-------------------------|---|
|  | <ul style="list-style-type: none"> <li>▪ The one-stop delivery system and all one-stop centers have systems and procedures in place to assess staff skills and core competencies, as well as gaps.</li> <li>▪ One-stop delivery system and one-stop center staff demonstrate motivation to advance professional skills.</li> </ul> | <ul style="list-style-type: none"> <li>▪ A local policy manual or other guidance is current and easily accessible by staff throughout the one-stop delivery system and at all one-stop centers.</li> <li>▪ Staff orientation materials are available and describe each staff member's function and how that staff member fits into the integrated operations of the one-stop delivery system and all one-stop centers.</li> <li>▪ A method for skills-gap analysis for one-stop delivery system and at all one-stop centers staff is documented and available.</li> <li>▪ Goals and opportunities for one-stop delivery system and one-stop center staff skills development are documented.</li> <li>▪ Training documentation verifies that one-stop delivery system and one-stop center staff participated in professional development opportunities.</li> </ul> |                         | One Stop Operator hosts monthly Partner Forums in order for Partners to inform one another of programmatic updates/changes. In addition, the OSO hosts cross-training events regularly to educate partners on various workforce related topics. Please see attachment "continuous improvement criteria #4" for documentation related to Professional Development. |
| 5. Additional comments on continuous improvement |  |   |                         |   |